

Information About the Service

Service Description

Fibre 400 IP-Line is a symmetrical 400 Mbps fibre-optic connection to the Dorks Delivered network and includes unlimited internet.

Minimum Service Term

The Service is supplied on a 24 or 36 Month contract.

Information About Pricing

Unlimited Internet 400Mbps Offer

Installation Fee	24 Months	36 Months
\$0	\$799 + \$79.90 GST. Min Charge \$21,093.60	\$699 + \$69.90 GST. Min Charge \$27,680.40
\$1,099	\$649 + \$64.90 GST. Min Charge \$18,232.60	\$549 + \$54.90 GST. Min Charge \$22,839.40
\$2,199	\$499 + 49.90 GST. Min Charge \$15,372.60	\$399 + \$39.90 GST. Min Charge \$17,999.40
Managed Router Option	Price dependent on router selected	
Early Termination Fee	85% of the monthly charges for the balance of the contract period	

Unlimited Internet 300 Mbps + 20 Voice Lines Offer

Installation Fee	24 Months	36 Months
\$0	\$1,097 + \$109.70 GST. Min Charge \$28,960.80	\$997 + \$99.70 GST. Min Charge \$39,481.20
\$1,099	\$947 + \$94.70 GST. Min Charge \$26,099.80	\$847 + \$84.70 GST. Min Charge \$34,640.20
\$2,199	\$797 + 79.70 GST. Min Charge \$23,239.80	\$697 + \$69.70 GST. Min Charge \$29,800.20
Early Termination Fee	85% of the monthly charges for the balance of the contract term	

Call Type	Cost
Local Calls	Included
Standard National Calls	Included
Calls to Australian Mobiles	\$0.13 per min
Call to 13/1300	\$0.23 per call
International Calls and All Other Call Types	Please contact Dorks Delivered for the full price list

Unlimited Internet 300 Mbps + 20 Voice Lines Offer

In-Dial Charges	Monthly Recurring Cost
100 number range	\$30 per 100 numbers
50 number range	\$20 per 50 numbers
10 number range	\$10 per 10 numbers
National number hosting	\$0 per remote site
Disaster recovery redirection (standard and complex) maintenance fee	\$20 per logical diversion plan

Unlimited Internet 300 Mbps + AWS Direct Connect 100Mbps Offer

NSW

Installation Fee	24 Months	36 Months
\$0	\$898 + \$89.80 GST. Min Charge \$23,707.20	\$798 + \$79.80 GST. Min Charge \$31,600.80
\$1,099	\$748 + \$74.80 GST. Min Charge \$20,846.20	\$648 + \$64.80 GST. Min Charge \$26,759.80
\$2,199	\$598 + 59.80 GST. Min Charge \$17,986.20	\$498 + \$49.80 GST. Min Charge \$21,919.80
Early Termination Fee	85% of the monthly charges for the balance of the contract term	

VIC and QLD

Installation Fee	24 Months	36 Months
\$0	\$998 + \$99.80 GST Min Charge \$26,347.20	\$898 + \$89.80 GST Min Charge \$35,560.80
\$1,099	\$848 + \$84.80 GST Min Charge \$23,486.20	\$748 + \$74.80 GST Min Charge \$30,719.80
\$2,199	\$698 + 69.80 GST Min Charge \$20,626.20	\$598 + \$59.80 GST Min Charge \$25,879.80
Early Termination Fee	85% of the monthly charges for the balance of the contract term	

SA and WA

Installation Fee	24 Months	36 Months
\$0	\$1,098 + \$109.80 GST Min Charge \$28,987.20	\$998 + \$99.80 GST Min Charge \$39,520.80
\$1,099	\$948 + \$94.80 GST Min Charge \$26,126.20	\$848 + \$84.80 GST Min Charge \$34,679.80
\$2,199	\$798 + \$79.80 GST Min Charge \$23,266.20	\$698 + \$69.80 GST Min Charge \$29,839.80
Early Termination Fee	85% of the monthly charges for the balance of the contract term	

Availability

Limited to Dorks Delivered on-net buildings. Your address must be prequalified before a formal quotation can be provided.

Equipment Required

Dorks Delivered will provide an NTU with 4 customer facing 10/100/1000-Base-T ports with the Fibre400 service. You will need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you.

The SIP Voice lines offer will also require you to supply a compatible IP PBX, SIP Gateway devices or other suitable Customer Premises Equipment (CPE) that can be used to originate and terminate calls using Session Initiation Protocol (SIP).

Monthly Data Allowance

Unlimited – there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy, which is available at https://dorksdelivered.com.au/legaldocuments/Acceptable_Use_Policy.pdf, applies.

Fibre 400 is available as a standalone service or bundled with SIP or Amazon Web Services (AWS).

If Fibre 400 is cancelled, any bundled SIP or AWS will also be cancelled.

Customer Service

If you have questions regarding a new installation, existing service or your bill, please call us on **1300 85 3675**.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at **consultants@dorks.com.au**.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Dorks Delivered, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at <https://www.tio.com.au/contact-us> or by phone on **1800 062 058**.

SIP

Dorks Delivered's SIP Voice service enables your telephony traffic to be carried via Session Initiation Protocol.

SIP Included Value Plans cannot be used for running a telemarketing business or call centre; and are limited to usage with individual end users, no auto-dialler devices, software or other such equipment.

When SIP Plans are added to an existing Fibre 400 service

- If there is 24 months or more remaining on the contract, there is no change to the contract term
- If there is less than 24 months remaining on the contract, the contract term is extended to 24 months.

AWS Direct Connect

This service is available up to a maximum of 100 Mbps. Further details can be found at <http://aws.amazon.com/directconnect>.

This is a summary only – the full legal terms for your service are contained in your agreement with Dorks Delivered which is available at https://dorksdelivered.com.au/legaldocuments/Network_General_Terms_and_Conditions.pdf.